

MAY 09 2006

HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P.O. Box 272400  
Fort Collins, Colorado 80527-2400

PATENT APPLICATION

ATTORNEY DOCKET NO. 10008151-1

Inventor(s): Bhatti et al.

Confirmation No.: 4871

Application No.: 09/873,741

Examiner: Thanh T. Nguyen

Filing Date: 06/04/01

Group Art Unit: 2144

Title: Method and System For Providing Technical Support Documents Via the Internet

Mail Stop Amendment  
Commissioner For Patents  
PO Box 1450  
Alexandria, VA 22313-1450

## TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Transmitted herewith is/are the following in the above-identified application:

- ☒ Response/Amendment  
☐ New fee as calculated below  
☒ No additional fee  
☐ Other

- ☐ Petition to extend time to respond  
☐ Supplemental Declaration

Fee\$

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS	15	MINUS	20	= 0	X \$50	\$ 0
INDEP. CLAIMS	6	MINUS	6	= 0	X \$200	\$ 0
<input type="checkbox"/> FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+ \$360	\$ 0
EXTENSION FEE	<input type="checkbox"/> 1st Month \$120	<input type="checkbox"/> 2nd Month \$450	<input type="checkbox"/> 3rd Month \$1020	<input type="checkbox"/> 4th Month \$1590		\$ 0
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ 0

Charge \$ 0 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

I hereby certify that this paper is being  
transmitted to the Patent and Trademark Office  
facsimile number (571) 273-8300.  
Date of facsimile: 5/9/06

Typed Name: Doreen Zabinski

Signature: Doreen Zabinski

Respectfully submitted,

Bhatti et al.

By

Petar Kraguljac

Attorney/Agent for Applicant(s)

Reg No.: 38,520

Date: 5/9/06

Telephone: (216) 348-5843

MAY 09 2006

HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P.O. Box 272400  
Fort Collins, Colorado 80527-2400

PATENT APPLICATION

ATTORNEY DOCKET NO. 10008151-1Inventor(s): **Bhatti et al.**

Confirmation No.: 4871

Application No.: 09/873,741

Examiner: Thanh T. Nguyen

Filing Date: 06/04/01

Group Art Unit: 2144

Title: Method and System For Providing Technical Support Documents Via the Internet

Mail Stop Amendment  
Commissioner For Patents  
PO Box 1450  
Alexandria, VA 22313-1450

**TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT**

Transmitted herewith is/are the following in the above-identified application:

- ☒ Response/Amendment  
☐ New fee as calculated below  
☒ No additional fee  
☐ Other \_\_\_\_\_

- ☐ Petition to extend time to respond  
☐ Supplemental Declaration

Fee\$

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS	15	MINUS	20	= 0	X \$50	\$ 0
INDEP. CLAIMS	6	MINUS	6	= 0	X \$200	\$ 0
<input type="checkbox"/> FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+ \$360	\$ 0
EXTENSION FEE	<input type="checkbox"/> 1st Month \$120	<input type="checkbox"/> 2nd Month \$450	<input type="checkbox"/> 3rd Month \$1020	<input type="checkbox"/> 4th Month \$1590		\$ 0
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ 0

Charge \$ 0 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally charge any fees to Deposit Account 08-2025 under 37 CFR 1.18 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

I hereby certify that this paper is being  
transmitted to the Patent and Trademark Office  
facsimile number (571) 273-8300.  
Date of facsimile: 5/9/06

Typed Name: Doreen Zabinski

Signature: Doreen Zabinski

Respectfully submitted,

Bhatti et al.

By Petar Kraguljac

Petar Kraguljac

Attorney/Agent for Applicant(s)

Reg No.: 38,520

Date: 5/9/06

Telephone: (216) 348-5843

Rev 10/05 (TransAndFax)

MAY 09 2006

## PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:	)	Examiner: Thanh T. Nguyen
Kristen L. Bhatti et al.	)	
	)	Art Unit: 2144
Serial No.: 09/873,741	)	
	)	
Filed: 06/04/2001	)	
	)	
For: Method and System For Providing	)	
Technical Support Documents Via	)	
The Internet	)	
	)	
Date of Last Office Action:	)	Attorney Docket No.:
February 9, 2006	)	10008151-1
	)	
	)	

May 9, 2006

## RESPONSE and AMENDMENT

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:


Responsive to the Office Action of February 9, 2006, Applicant respectfully requests amendment of the application as follows:

---

CERTIFICATE OF FACSIMILE

Date of Deposit: May 9, 2006

I hereby certify that these papers are being transmitted to The Patent and Trademark Office facsimile number (571) 273-8300 on May 9, 2006.

  
Doreen Zabinski

---